

OS/2 Strategy for 2004

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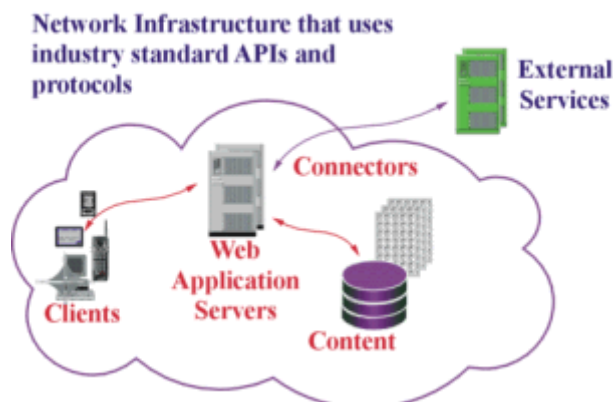
Why an OS/2 Strategy for e-business?

IBM^(R) has endorsed the strengths and benefits of Internet technologies and platform independence for several years and has encouraged customers worldwide to make the transition to the *WebSphere^(R) Software Platform*. To facilitate this transition, IBM enhanced the OS/2^(R) operating system to become a deployment platform for e-business applications, while at the same time helping preserve investments in legacy applications.

Industry standards, Internet technologies, and platform independence are IBM's strategic recommendations for coping with the rapid pace of software and hardware technology changes. Exploitation of industry standards and Internet technologies hedges information technology investments, and platform independence preserves choices and options. Customers who have already made the transition to the WebSphere Software Platform have discovered that Internet technologies and platform independence can create a competitive advantage: they help reduce costs and facilitate the rapid deployment of new applications and services. The transformation to e-business could be a critical factor in a company's growth and prosperity, or a defensive strategy to protect a business from competitors.

What is the WebSphere Software Platform?

The WebSphere Software Platform is a multi-tier distributed information technology environment, based on open industry standards that integrate Internet technologies with traditional information technology. In the typical three-tier distributed environment:



- The **client** tier provides user access to the network for rich interaction among users and applications.
- The **Web application server** tier provides an HTTP Server and a Web Application Server for business logic and access to host and external services using connectors.
- The **host server** tier provides data storage and transactional applications.

Solutions built within the WebSphere Software Platform can help:

- facilitate multi-platform deployment because they use open standards
- shorten the time and lower the cost of deployment because they are server-centric and do not require client updates
- accommodate business growth because they are scalable
- protect investments because they can be integrated with existing solutions

For more information about the WebSphere Software Platform, see <http://www.ibm.com/software/info1/websphere/>.

What are IBM's Recommendations?

IBM recommends that customers implement a phased transition from client-and-server environments to the WebSphere Software Platform by exploiting key e-business technologies:

- J2EE – for program portability
- XML – for data portability
- Internet protocols – for data transmission and communication control
- Browser – for user interface
- HTTP Server – for an HTTP Server with proxy and caching
- WebSphere Application Server and the WebSphere Portal – for application serving

What are the OS/2 Plans for 2004?

IBM plans to provide OS/2 support in 2004 in the following areas:

- **Hardware and Device Driver Enhancements:** IBM plans to provide OS/2 device driver enhancements. IBM plans to provide reserved device drivers to customers with then current software subscriptions. IBM also plans to offer fee-based services to OEMs for hardware compatibility testing. We anticipate that over time some hardware device driver support will trend toward USB attachment, while some hardware and device driver support will continue in legacy mode. IBM posts hardware and device driver support information to the <http://www7.software.ibm.com/2bcprod.nsf> Web site.
- **Transition and product enhancement services:** IBM offers fee-based transition services such as assessment, deployment assistance, and implementation. IBM will also consider requests for product enhancement services such as hardware compatibility test or device driver development.
- **OS/2 Support:** IBM plans to provide Program support (technical support and code-related defect questions) for OS/2 Warp 4 Convenience Packages and for Warp Server for e-business Convenience Packages through 31 December 2006 for Passport Advantage customers with active Software Maintenance. Customers should install the latest Fix Pack or service refresh to stay current for Program Support. Customers must maintain active Program Support to obtain Fix Packs or service refreshes. No Fix Packs or service refreshes are planned to support Java 1.1.8 or Netscape 4.61. On 31 December 2004, IBM intends to withdraw Program support for Java 1.1.8 and Netscape 4.61 for other than install by IBM components. Java 1.1.8 has been superseded by Java 1.3.1, and Netscape 4.61 has been superseded by the IBM Web Browser for OS/2.

For customers entitled to technical support, IBM plans to work with third party ISVs to resolve customer reported problems with OS/2. IBM posts the ISV names and products to the

<http://www.ibm.com/software/os/warp/swchoice/isv.html> Web site.

For customers who choose not to acquire software maintenance, IBM plans to offer a special-bid Service Extension (SE) for IBM designated components. Access to Level 1 and Level 2 support is a prerequisite and the software must be at the current service level. For customers with or without software maintenance, IBM plans to offer a special-bid Total Content Ownership (TCO) for IBM designated components. Access to Level 1 and Level 2 support is a prerequisite, and a private code line based on the customer's service level is created. TCO fixes are usually placed in the service code line to facilitate TCO customer update to a later service level. IBM plans to offer special-bid, IBM designated device drivers as a component of SEs and TCOs. Refer to <http://www.ibm.com/software/os/warp/> for further details.

For information on server transition, refer to the "[OS/2 Server Transition](#)" Redbook, SG24-6631-00, published in October 2003. For information on client transition, refer to the "OS/2 to Linux Client Transition" Redbook, SG24-6621-00, with planned availability in 1Q2004. These and other Redbooks are available via the <http://www.redbooks.ibm.com/> Web site.

All statements regarding IBM's future direction and intent are subject to change or withdrawal without notice, and represent goals and objectives only.

What Transition Services are available?

IBM recommends that customers utilize IBM Services for consulting, implementation, and operation.

- Both IBM Software Services for WebSphere at the <http://www7b.software.ibm.com/wsdd/services/> Web site and IBM Global Services (IGS) at the <http://www.ibm.com/services/> Web site provide:
 - Design, build, test and deploy e-business application services
 - Branch infrastructure strategy, design, and migration services
- IBM Global Services Linux Porting Service Practice at the <http://www.ibm.com/linux/solutions/igsapplicationportinglinuxsolution.shtml> Web site provides OS/2 to Linux custom application assessment, porting and testing services.
- Lotus^(R) Professional Services (LPS) at <http://www.lotus.com/services/education.nsf/wdocs/serviceshomepage> for:
 - Consulting
 - Education
 - Getting Started and Acceleration Packages
- Tivoli^(R) Services at <http://www.tivoli.com/services/> for architecting and implementing Tivoli management software.

Summary

In the past ten to fifteen years, companies have benefited greatly from client-and-server technology. However, the cost of maintaining and enhancing applications physically resident on every client has grown significantly. Solutions based on Internet and Java technologies in the WebSphere Software Platform directly address many of the deficiencies responsible for driving expenses so high.

Changing an information technology system is a major undertaking. However, ignoring the relentless pace of technology and the networked economy could be perilous. Change is inevitable, and changes justified by long-term benefits or mandated by competitive pressures are vital investments in a

company's future. IBM has been your client-and-server provider and we also intend to be your best choice among e-business providers.

For examples of customer experiences with Java™ and the WebSphere Software Platform, see <http://www.software.ibm.com/casestudies/>

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